

MARICOPA ASSOCIATION OF GOVERNMENTS
HUMAN SERVICES TECHNICAL COMMITTEE
MEETING MINUTES
JANUARY 10, 2008

MEMBERS ATTENDING

Carl Harris-Morgan, Town of Gilbert,
Chairman
Kathy Berzins, City of Tempe
Judy Bowden, Mesa United Way
Paige Garrett, Quality of Life Community
Services, Inc
Joyce Gross, Town of Buckeye
Tim Cole for Jeffery Jamison, City of Phoenix
Deanna Jonovich, City of Phoenix
Jim Knaut, Area Agency on Aging
Margarita Leyvas, Maricopa County
*Joyce Lopez-Powell, Valley of the Sun United
Way
Dan Lundberg, City of Surprise
Jayson Matthews, Tempe Community Council
Joy McClain, City of Tolleson
Jose Mercado for Doris Marshall, City of
Phoenix
Jeff Young for Sandra Mendez, DES/CSA
*Kyle Moore, DES/ACYF

Sylvia Sheffield, City of Avondale
Carol Sherer, DES/DDD
+Patrick Tyrrell, City of Chandler

OTHERS PRESENT

Bob Baratko, City of Surprise
DeDe Gaisthea, MAG
Mark Holleran, CASS
Amy St. Peter, MAG
Shawna Tarboro, Southwest Fair
Housing Council
John Hoag, DES
Maryann Eichinger, DES

+Those members present by
audio/videoconferencing.
*Those members neither present nor
represented by proxy.

1. Open Meeting for Discussion
Chairman Carl Harris-Morgan, Town of Gilbert, welcomed everyone to the meeting at 1:01 p.m. and introductions ensued.
2. Call to the Audience
No comments were made.
3. Approval of December 13, 2007 HSCT Meeting Minutes
Chair Harris-Morgan called for a motion to approve the November 8, 2007 HSTC meeting minutes. Carol Sherer, DES, made a motion to approve the minutes. Paige Garrett, Quality of Life Community Services Inc., seconded the motion. The motion passed unanimously.
4. Social Service Block Grant Allocation Recommendation
Chair Harris-Morgan stated that at the last HSTC meeting, the committee voted to discuss the SSBG allocation recommendations as a full group rather than breaking

out into work groups for each area of funding. Throughout the year, the Committee has heard presentations from DES on the utilization of locally planning SSBG dollars. MAG staff has prepared the target group matrices that have been used in the past in addition to the summary chart as requested by the Committee. He added the information on the summary chart today is all the information provided to this date with any missing information still pending from DES.

Chair Harris-Morgan added the Committee also voted to look more closely at indicators for the best allocations in the upcoming year. This process will provide more information in next year's allocation process. Chair Harris-Morgan added the SSBG assessment summary chart can be used for this purpose.

Ms. Garrett inquired about the concern for extended employment needs listed on the summary chart for Persons with Disabilities. Ms. Sherer explained once a consumer has retained a job for 90 days, an extended employment coach will work with them to insure the client has a continuum of support to keep them on the job. The concern for this program is there may be some cuts at the federal level and that this service is not mandated. Ms. Sherer added that the job coach will also assess the quality of the work environment for the client.

Chair Harris-Morgan noted the increase need for the developmental disabilities target group and asked if the ten percent increase is higher than usual. Ms. Sherer replied the need for services continues to grow. Currently, locally planned SSBG are not allocated in this area. Rapid population growth increases the demand for services. This is further complicated by the fact that many of the clients served are not eligible for ALTCS.

Ms. St. Peter commented that MAG has been notified to proceed with the assumption of level funding for this year. She reported that the proposed 19.22 percent decrease would not be implemented. Jim Knaut, Area Agency on Aging, cautioned that the state and many municipalities are considering reductions in funding. This will affect the agencies even if SSBG funds remain level. Ms. Sherer said any reductions in funding would result in loss of services for the Division of Developmental Disabilities. She noted that Rehabilitation Services Administration receives more federal funding and as a result would not be affected as much by state level cuts in funding. She said it will be a priority to keep programs in place that receive federal match funding if possible.

Marge Leyvas said Maricopa County receives SSBG funding to support the case workers in the Community Action Programs. The caseload for Temporary Assistance for Needy Families has increased while discretionary funding to support this work has decreased. Ms. Leyvas expressed her concern that funding for the caseworkers is jeopardized at a time when the need for them is critical.

Chair Harris-Morgan asked for additional comments on the SSBG allocation recommendations. Ms. Sherer said that DES assessed extended employment services

to be the most crucial. Jayson Matthews, Tempe Community Council, noted it is very important to keep in mind that funding cuts on every level are impacting human services. He said that a change in the allocation recommendations to lend more support to one area will increase the level of need in another area.

Chair Harris-Morgan opened the floor for public comment. Mark Holleran, Central Arizona Shelter Services, commented he had been monitoring SSBG, state and county funding discussions. He said that tonight 800 men and women will be sheltered at CASS and there will be more who will be turned away. He added CASS had to set up tents temporarily to accommodate the need. The possibility of funding reductions raises serious concerns about how this increased need will be addressed in the future. He noted economic pressures will encourage hospitals and jails to discharge people earlier. If the people being released have nowhere to go, this will lead to an increase in homelessness.

Mr. Matthews thanked Mr. Holleran for bringing forth the issue of homelessness and the strain on services. He acknowledged there has been an increase in the number of people looking for services of all types. There is a need to discuss increased funding for this program and to look at how this impacts the community. Mr. Matthews added that human services increase the quality of life and economy and a lack in services affects the community as a whole.

Chair Harris-Morgan called for a motion to recommend approval of the 2008 Social Services Block Grant allocation recommendations as presented. Ms. Garrett offered a motion to accept the recommendations. Ms. Sherer seconded the motion. The motion passed unanimously.

Chair Harris-Morgan acknowledged funding cuts are a concern for everyone. Mr. Matthews suggested sending a statement to the MAG Human Services Coordinating Committee (HSCC) about the impact of the anticipated funding cuts. He added that funding is already strained and shortages will have an impact on clients trying to find resources. Ms. Leyvas recommended keeping the focus on families instead of using words like constituents. Ms. Sherer agreed that funding reductions impact everyone. Mr. Knaut noted the state government is asking that funding for children's programs be maintained. He mentioned there is a need for the committee members to call legislatures about concerns as private citizens. Ms. St. Peter said that these concerns could be noted in the summary transmittal when the allocation recommendations were offered for approval through the MAG process.

Ms. Leyvas said there is a need to inform both the leaders and the public about the impact of funding cuts to human services. She said many aren't aware of the services available and that losing any of the services will have a negative effect in the community. Ms. Leyvas offered a motion to send a statement to HSCC reflecting the Committee's concern that proposed cuts at the city, county, state and federal levels would greatly impact the families who rely on human services programs. The statement should include the fact that funding is already strained for these programs.

Human services affect quality of life and economic development. Joy McClain, Tolleson, seconded the motion.

Deanna Jonovich, City of Phoenix, asked for clarification on the recommendation and the outcome the Committee was trying to achieve. Mr. Matthews reiterated the intent to provide a statement to HSCC about the concern the committee has in regard to the impact of the proposed funding cuts.

Ms. St. Peter noted that the MAG Management Committee had met already for the month. She observed that the Committee's intent was for HSCC to consider the statement and then forward it to the MAG Regional Council. She said that usually items are presented to the Management Committee before being offered at Regional Council. For a controversial item like funding, this would be even more important. Ms. St. Peter recommended that any action on this topic would have to wait for the Management Committee meeting next month. Mr. Matthews agreed that any recommendation should go through the proper channels at MAG. Ms. St. Peter clarified that the statement the Committee is developing is addressing at federal, state and local level funding cuts. Mr. Matthews confirmed that proposed funding cuts should be addressed on all levels.

Mr. Mercado, City of Phoenix, said the recommendation has to be clarified and discussion needs to continue before making such a statement. Ms. St. Peter pointed out that the statement and motion in question are not listed on the agenda. Under Open Meeting Law, the Committee cannot take action on item that is not on the agenda. Ms. Leyvas withdrew the motion.

5. MAG 2008 Human Services Coordination Transportation Plan

Chair Harris-Morgan stated the MAG 2007 Human Services Coordination Transportation Plan has been recognized as a national best practice. He introduced Amy St. Peter, MAG, who presented the draft MAG 2008 Human Services Coordination Transportation Plan. Ms. St. Peter stated the plan is a requirement by federal regulation for any areas receiving funding from Section 5310, Elderly Individuals and Individuals with Disabilities; Section 5316, Job Access and Revere Commute; or Section 5317, New Freedom. The funding sources support agencies, municipalities and tribes that transport older adults, people with disabilities and people with low income. She stated the plan was developed as an update to the 2007 plan by stakeholders throughout the region representing 55 agencies through subregional meetings. The first plan worked on regional communication. The strategies in the 2008 plan will facilitate standardization of services.

Ms. St. Peter gave a brief overview of the five strategies in the plan update.

- Ambassador Program: This program will connect people from the community with standardized travel training, sensitivity training and information about human services transportation resources. Ambassadors will be kept current through monthly emails, quarterly sub-regional meetings and an annual regional

meeting to provide additional training and celebrate the efforts of the ambassadors.

- Standardized Driver Training: Drivers from nonprofit and for profit agencies, whether volunteers or paid staff, will have the opportunity to complete free online trainings for a certificate of completion. The training will address key areas that will enhance the quality service people receive.
- Standardized Coordination Policies: Templates for standardized policies about coordination will be developed and distributed to agencies providing human services transportation programs. Feedback from the agencies affected, Arizona Department of Transportation (ADOT), and community partners will be used to develop the templates. Agencies receiving funding Sections 5310, 5316 or 5317 will be required to have a coordination policy using the templates as a guide.
- Need and Demographic Tracking: The online directory for human services transportation resources will inquire about a person's demographics such as age, income, level of assistance needed, disability status and residence. The system will also track the unmet needs of the user by asking if the resources presented met the user's needs. If the resources are not appropriate, the system will track reasons such as lack of availability, outside the service delivery area and ineligible. The data gleaned will be tracked, reported and used to assess gaps and to develop new programs.
- Travel Training for Older Adults and People with Disabilities: Free, standardized travel training will be provided to assist people in using public transit options. Emphasis will be placed on helping people use the bus, or the fixed route system. Awareness will also be raised about alternative options. If these options do not meet the needs of people receiving the training, then paratransit options will be presented. If the person is Americans with Disability Act (ADA) eligible, then they will be assisted to apply for services and benefits.

Chair Harris-Morgan called for a motion to recommend approval of the 2008 MAG Human Services Coordination Transportation Plan. Mr. Knaut, Area Agency on Aging, motioned to recommend approval of the plan. Ms. Sheffield, Avondale, seconded the motion. The motion passed unanimously.

Mr. Knaut complimented MAG staff on their hard work in putting the plan together and facilitating the various stakeholders' subregional meetings. Dan Lundburg, City of Surprise, acknowledged Ms. St. Peter for her leadership during the process. Ms. St. Peter commented the plan was very well supported with commitment from stakeholders across the board.

6. Election of Chair and Vice Chair

Chair Harris-Morgan stated at the last HSTC meeting the Committee decided to accept and vote on nominations for Chair and Vice Chair at this meeting.

Nominations include Sylvia Sheffield for Vice Chair and Carl Harris-Morgan to continue to serving as Chair. Chair Harris-Morgan asked if there were any other nominations. Dan Lundberg nominated Bob Baratko for Vice Chair. Ms. St. Peter explained that while Mr. Baratko's experience would certainly make him a wonderful candidate, his status as proxy would preclude him from serving in that capacity.

Chair Harris-Morgan called for a motion to elect Carl Harris-Morgan as Chair and Sylvia Sheffield as Vice Chair. Ms. Garrett so moved. Mr. Lundberg seconded the motion. The motion passed unanimously. Chair Harris-Morgan thanked the Committee for their support.

7. Report on Annual Appreciation Luncheon and Appreciative Inquiry Workshop

Chair Harris-Morgan introduced Brande Mead, MAG, who reported on the MAG Continuum of Care Regional Committee on Homelessness Annual Luncheon. She reported that the event was expanded to include a full-day workshop in Appreciative Inquiry. This work will provide the structure for the next Regional Plan to End Homelessness. Ms. Mead stated the luncheon was held on Monday, January 7, 2008, at the Arizona Biltmore. The luncheon is held as an annual recognition event to thank homeless services providers for their hard work throughout the year. She acknowledged the Stardust Foundation for their support for this event.

Ms. Mead reported that more than 150 people attended the luncheon with more than 70 attending the full day workshop. A highlight at the luncheon was a presentation by HUD to the Continuum of Care of a \$21.4 million check for to the region to fund over 48 projects. She noted this is the largest amount received by the Continuum of Care for funding so far.

Ms. Mead stated the first homeless regional plan was developed in 2002 and updated in 2005. The Continuum of Care is going through the process of developing a new plan. The workshop was facilitated by Amanda Trosten-Bloom, a nationally recognized consultant. Ms. Mead explained that Appreciative Inquiry is a strength-based approach. Attendees conducted pre-interviews to collect stories of when the Continuum of Care was at its best. This information was used to develop a positive core mural. The mural included items such as commitment, collaboration, political will, partnership, and housing services.

Ms. Mead said the workshop also developed a shared vision for the future by creating a mind map. Each member of workshop helped to identify the top priorities the Continuum of Care should focus on, such as partnerships and community engagement. She added the regional plan stakeholder's group is now meeting once a month. She said the next meeting is scheduled for January 10, 2008, at 10 a.m. at MAG. The hope is to continue using Appreciative Inquiry throughout the plan since it proved to be successful for the workshop. She said there is a need to develop concrete goals and to look toward to the community for support.

Ms. Garrett thanked Ms. Mead and MAG staff for their work on the luncheon and noted a lot of work had been accomplished. Ms. Sheffield inquired on the next steps for the information gathered. Ms. Mead commented the next step is to meet with stakeholders and discuss how best to use the information to move forward with homeless planning. Chair Harris-Morgan inquired on the amount of funding received and how this compares with other states. Ms. Mead stated the region has done very well with funding. She thanked everyone for their attendance and participation. She also thanked Pinnacle West and SRP for their support of the workshop.

8. Comments from the Committee

Mr. Baratko expressed support for the Committee to continue discussing the proposed funding reductions and to keep the issue in the forefront.

Ms. Sherer said the City of Surprise will be hosting an Emergency Preparedness Summit for special needs groups on Saturday, January 12, 2008. The Summit will address visual and hearing disabilities as well.

Ms. St. Peter announced that on Tuesday, April 8, 2008, MAG will be holding a Housing and Human Services Transportation conference at the Desert Willow Conference Center in Phoenix. More information will follow.

9. Adjourn

The meeting adjourned at 2:40 p.m. **The next Human Services Technical Committee meeting is scheduled for Thursday, February 14, 2008 at 1:00 p.m. at the MAG offices, second floor, Cholla Room.**